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Federal Supply Service  
Authorized Federal Supply Schedule Pricelist

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order system are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.fss.gsa.gov>.

**INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE, AND SERVICES (IT70)**

**Special Item No. 132-51**



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**Contract Number: GS-35F-4951H**  
**Period Covered by Contract: 04/02/1999 to 07/27/2015**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at  
<http://www.fss.gsa.gov>.

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## INFORMATION FOR ORDERING OFFICES

STG, Inc. 12011 Sunset Hills Rd. Suite 1200 Reston, VA 20190	Outside Washington, DC Area: (800) 861-9430	Metropolitan Washington, DC Area: (703) 691-2480	Facsimile: (703) 636-1054
	Internet e-mail Address: <a href="mailto:netsanet.afework@stg.com">netsanet.afework@stg.com</a> <a href="mailto:marlene.emmons@stg.com">marlene.emmons@stg.com</a>		

## SPECIAL NOTE TO AGENCIES

### Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirements.

### Special Item Numbers (SINs) Awarded

Special Item Number	Description
132-51	IT Professional Services

## **1. GEOGRAPHIC SCOPE OF CONTRACT**

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, and state and local governments.

## **2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

Mail and facsimile orders should be forwarded to the following address and telephone number:

STG, Inc.  
12011 Sunset Hills Rd, Suite 1200  
Reston, VA 20190  
Attn: Netsanet Afework  
Facsimile Number: (703) 636-1054

Contractors are required to accept the Government purchase card for payments equal to or less than the micropurchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micropurchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering agencies to obtain technical and/or ordering assistance: (703) 691-2480

## **3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

## **4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279**

Block 9: G. Order/Modification under Federal Schedule

Block 16: Contractor Establishment Code (DUNS): 78-041-4652

Block 30: Type of Contractor: A. Small Business (under 1,500 employee NAICS codes)

Block 31: Woman-Owned Small Business - NO

Block 36: Contractor's Taxpayer Identification Number (TIN) - 54-1496992

### **4.a CAGE CODE:**

0XMZ5

### **5. FOB:**

Destination

## **6. DELIVERY SCHEDULE**

A. **Time of Delivery.** The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

Special Item Number	Delivery Time (Days ARO)
132-51	As negotiated between the government and STG, Inc.

- B. **Urgent Requirement.** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three (3) workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

## **7. DISCOUNTS**

Prices shown are NET Prices; Basic Discounts have been deducted.

- A. Prompt Payment: None offered.
- B. Quantity: None offered.
- C. Dollar Volume: None offered.
- D. Government Educational Institutions: None offered.
- E. Other

## **8. TRADE AGREEMENTS ACT FOR 1979, AS AMENDED:**

All items are U.S. made end products, designated country end products, Caribbean basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

## **9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

All packaging meets export packaging requirements.

## **10. SMALL REQUIREMENTS:**

The minimum dollar value of orders to be issued is \$50 for all SINs.

## **11. MAXIMUM ORDER**

(All dollar amounts are exclusive of any discount for prompt payment.)

- A. Information Technology (IT) Professional Services

Special Item Number 132-51
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The maximum dollar value per order for all IT professional services will be \$ 500,000.

## **12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. IN ACCORDANCE WITH FAR 8.404:**

Agencies may use written orders, EDI orders, credit card orders, blanket purchase orders, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Orders shall not extend beyond the end of the contract period.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need to seek further competition, synopses the requirement, make a separate determination of fair and reasonable pricing, or

consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- A. **Orders placed at or below the micropurchase threshold.** Ordering offices can place orders at or below the micropurchase threshold with any Federal Supply Schedule Contractor.
- B. **Orders exceeding the micropurchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three (3) Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--
  - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or services;
  - (2) Trade-in considerations;
  - (3) Probable life of the item selected as compared with that of a comparable item;
  - (4) Warranty considerations;
  - (5) Maintenance availability;
  - (6) Past performance; and
  - (7) Environmental and energy efficiency considerations.
- C. **Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--
  - (1) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping services;
  - (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
  - (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

**Note:** For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
  - (2) Offer the lowest price available under the contract; or
  - (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- D. **Blanket purchase agreement (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- E. **Price reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.
- F. **Small business.** For orders exceeding the micropurchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- G. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micropurchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

### **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**

Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

#### **13.a FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**

Information technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning



their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, either at the above address or the following telephone number: (703) 487-4650.

### **13.b FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable FED-STD. Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, (street address) Gaithersburg, MD 20899, (301) 975-2833.

### **14. SECURITY REQUIREMENTS**

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

### **15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES**

Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FARs 52.212-4, paragraphs (1) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.).

### **16. GSA ADVANTAGE!**

The GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule price lists with ordering information. The GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product Categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (e.g., Netscape). The Internet address is <http://www.fss.gsa.gov>.

## **17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS**

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and reasonable pricing has been determined by the ordering activity for the open market (non-contract) items.

## **18. CONTRACTOR COMMITMENTS, WARRANTIES, AND REPRESENTATIONS**

- A. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
- (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the contractor.
- B. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance, and repair of equipment in areas listed in the price list outside the 48 contiguous states and the District of Columbia.

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **20. BLANKET PURCHASE AGREEMENT (BPA)**

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreement (BPA) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contracts."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best

quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

## **21. CONTRACTOR TEAM ARRANGEMENTS**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules. See the additional information regarding Contractor Team Arrangements in this Schedule Pricelist.

## **TERMS AND CONDITIONS**

### **APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SERVICES**

#### **1. ORDERING**

- A. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- B. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

#### **2. ORDERING PROCEDURES**

- A. Procedures for IT professional services priced on GSA schedule at hourly rates.
  - (1) FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for IT professional services (SIN 132-51) that are priced on schedule at hourly rates. These special ordering procedures which are outlined herein take precedence over the procedures in FAR 8.404.
  - (2) The GSA has determined that the rates for IT professional services contained in this pricelist are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.
  - (3) When ordering IT professional services ordering offices shall—
    - (i) Prepare a Request for Quotation:
      - (a) A performance-based statement of work that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
      - (b) A request for quotation should be prepared which includes the performance-based statement of work and requests the contractors submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the hourly rates in the schedule contract and shall consider the mix of labor categories and level of effort required to

perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor hour and time and material orders.

- (c) The request for quotation may request the Contractors, if necessary or appropriate, submit a project plan for performing the task and information on the Contractor's experience and/or past performance performing similar tasks.
  - (d) The request for quotation shall notify the Contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical acceptability of responses. If consideration will be limited to schedule Contractors who are small business concerns as permitted by paragraph (ii) (A) below, the request for quotations shall notify the contractors that will be the case.
- (ii) Transmit the Request for Quotation to Contractors:
- (a) Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the Contractors that appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as Contractors' locations, as appropriate). When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule Contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micropurchase threshold.
  - (b) The request for quotation should be sent to three (3) Contractors if the proposed order is estimated to exceed the micropurchase threshold, but not to exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request for quotation should be provided to additional Contractors offering services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for proposals for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement.
- (iii) Evaluate proposals and select the contractor to receive the order: After responses have been evaluated against the factors identified in the request for

quotation, the order should be placed with the schedule Contractor that represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs.

- (4) The establishment of Federal Supply Schedule Blanket Purchase Agreement (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall -
  - (i) Inform contractors in the request for quotation (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
    - (a) Single BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.
    - (b) Multiple BPA: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedure in (3) (ii) (B) above, and then place the order with the schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs.
  - (ii) Review BPAs periodically. Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value (considering price, special qualifications, etc.) and results in the lowest overall cost alternative to meet the agency's needs.
- (5) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (6) When the ordering office's requirement involves both products as well as IT professional services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the greatest value in terms of meeting the agency's total needs.



- (7) The ordering office, at a minimum, should document orders by identifying the contractor the services were purchased from, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of schedule contractors' proposals that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.
- B. Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks.
- (1) Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.
  - (2) Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
  - (3) Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the service representing the best value, the ordering office may consider- (i) special features of the service that are required in effective program performance and that are not provided by a comparable service; and (ii) past performance.
  - (4) Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--
    - (i) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;

- (ii) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (iii) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

**Note:** For orders exceeding the maximum order threshold, the Contractor may:

- (a) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216.19 Order Limitations);
  - (b) Offer the lowest price available under the contract; or
  - (c) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- (4) Blanket purchase agreement (BPAs). The establishment of Federal Supply Schedule BPA is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- (5) Price reductions. In addition to the circumstances outlined in paragraph (3), above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.
- (6) Small business. For order exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- (7) Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.



### **3. ORDERS**

- A. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period of which funds are available.
- B. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

### **4. PERFORMANCE OF SERVICES**

- A. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- B. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- C. The Contractor guarantees the satisfactory completion of the IT/EC Services performed under the task order and that all contract personnel utilized in the performance of IT/EC services under the task order shall have the education, experience, and expertise as stated in the task order.
- D. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

### **5. INSPECTION OF SERVICES**

The Inspection of Services-Fixed Price (Aug 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (Jan 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

### **6. RESPONSIBILITY OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinance, and regulations (Federal, State, City, or otherwise) covering work of this nature.

### **7. RESPONSIBILITIES OF THE GOVERNMENT**

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

### **8. INDEPENDENT CONTRACTOR**

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Government.

## **9. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **A. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- B. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contractors. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **10. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **11. PAYMENTS**

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (Apr 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (Feb 1997) (Alternate II (Jan 1986)) at FAR 52.232-7 applies to Labor-Hour orders placed under this contract.

## **12. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

## **13. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

#### **14. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontractor for furnishing any of the work called for in a task order.

#### **15. DESCRIPTION OF IT/EC SERVICES AND PRICING**

##### **USA Commitment to Promote Small Business Participation Procurement Programs**

###### **Preamble**

STG provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

###### **Commitment**

To actively seek and partner with small business. To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts.

## PRICE LISTS

The price list effective April 2, 2008 is presented on the following pages and includes .75% IFF. Following the price list, there are detailed descriptions of the services offered. The minimum experience, education, and functional responsibility for each service CLIN is provided to ensure that the STG employee's skills match the requirements of the delivery order.

**Note:** All non-professional services are incidental to and in direct support of the proposed professional services.

IT Services Schedule Price List – Client Site Rates						
Line Item	Description	FY09 4/2/08 – 4/1/09	FY10 4/2/09 – 4/1/10	FY11 4/2/10 – 4/1/11	FY12 4/2/11 – 4/1/12	FY13 4/2/12 – 7/27/15
<b>MANAGEMENT/ADMINISTRATION</b>						
001	Program Manager	128.77	132.76	136.88	141.12	145.49
002	Project Manager	103.88	107.10	110.42	113.84	117.37
031	Operations Manager	90.45	93.25	96.14	99.12	102.19
057	Administrative Support	38.37	39.56	40.79	42.05	43.35
<b>SYSTEMS ENGINEERING</b>						
11	Software Engineer	107.88	111.22	114.67	118.22	121.88
13	Sr. Systems Analyst	52.14	53.76	55.43	57.15	58.92
14	Systems Analyst	49.92	51.47	53.07	54.72	56.42
010	Senior Systems Architect	91.94	94.79	97.73	100.76	103.88
016	Sr. Computer Systems Analyst	81.06	83.57	86.16	88.83	91.58
017	Computer Systems Analyst	66.07	68.12	70.23	72.41	74.65
018	Jr. Computer Systems Analyst	56.40	58.15	59.95	61.81	63.73
1230	Sr. Software Specialist	114.89	118.45	122.12	125.91	129.81
1250	Software Specialist	102.08	105.24	108.50	111.86	115.33
1270	Jr. Software Specialist	84.57	87.19	89.89	92.68	95.55
<b>NETWORKING/COMMUNICATIONS/TELECOMMUNICATIONS/INTERNET</b>						
16	Systems Administrator	42.36	43.67	45.02	46.42	47.86
17	Computer Technician III	51.12	52.70	54.33	56.01	57.75
18	Computer Technician II	46.62	48.07	49.56	51.10	52.68
19	Computer Technician I	34.58	35.65	36.76	37.90	39.07
56	Network Installation Technician	36.60	37.73	38.90	40.11	41.35
57	Network Analyst	75.54	77.88	80.29	82.78	85.35
038	Hardware Specialist	66.26	68.31	70.43	72.61	74.86
0750	Communications Network Manager	95.65	98.62	101.68	104.83	108.08
0770	Communications Specialist	78.17	80.59	83.09	85.67	88.33
1730	Sr. Systems Administrator	92.22	95.08	98.03	101.07	104.20
1790	Help Desk Technical Lead	75.64	77.98	80.40	82.89	85.46
1810	Help Desk Technician III	58.95	60.78	62.66	64.60	66.60
1830	Help Desk Technician II	40.19	41.44	42.72	44.04	45.41
1850	Help Desk Technician I	32.72	33.73	34.78	35.86	36.97
1990	Sr. Network Engineer	115.56	119.14	122.83	126.64	130.57
2010	Network Engineer	97.30	100.32	103.43	106.64	109.95
2050	Network Administrator	85.14	87.78	90.50	93.31	96.20
<b>PROGRAMING/ANAYSIS</b>						
0310	Senior Applications Engineer	90.29	93.09	95.98	98.96	102.03
0330	Applications Engineer	82.52	85.08	87.72	90.44	93.24
0350	Applications Programmer	71.20	73.41	75.69	78.04	80.46
1490	Sr. Internet Systems Programmer	61.88	63.80	65.78	67.82	69.92

IT Services Schedule Price List – Client Site Rates						
Line Item	Description	FY09 4/2/08 – 4/1/09	FY10 4/2/09 – 4/1/10	FY11 4/2/10 – 4/1/11	FY12 4/2/11 – 4/1/12	FY13 4/2/12 – 7/27/15
1510	Internet Systems Programmer	50.08	51.63	53.23	54.88	56.58
<b>DATABASE ENGINEERING</b>						
29	Sr. Database Administrator	91.49	94.33	97.25	100.26	103.37
30	Database Administrator	83.65	86.24	88.91	91.67	94.51
<b>CONFIGURATION MANAGEMENT</b>						
35	Sr. Configuration Manager	106.96	110.28	113.70	117.22	120.85
36	Configuration Manager	91.34	94.17	97.09	100.10	103.20
<b>TECHNICAL WRITING/DOCUMENTATION ANALYSIS</b>						
37	Sr. Technical Writer	64.56	66.56	68.62	70.75	72.94
38	Technical Writer, Mid	56.71	58.47	60.28	62.15	64.08
056	Technical Writer III	39.14	40.35	41.60	42.89	44.22
1410	Internet Design Specialist	65.22	67.24	69.32	71.47	73.69
<b>DATA WAREHOUSING/IMAGING</b>						
45	Quality Assurance Technician	40.40	41.65	42.94	44.27	45.64
<b>INFORMATION SECURITY</b>						
46	Sr. Computer Security Analyst	\$89.74	\$92.52	\$95.39	\$98.35	\$101.40
47	Computer Security Analyst	\$57.92	\$59.72	\$61.57	\$63.48	\$65.45
48	Communications Security Specialist	\$54.33	\$56.01	\$57.75	\$59.54	\$61.39
<b>TRAINING</b>						
54	Sr. Training Specialist	50.35	51.91	53.52	55.18	56.89
55	Training Specialist	49.16	50.68	52.25	53.87	55.54
<b>OTHER</b>						
049	Principal Consultant	144.11	148.58	153.19	157.94	162.84
050	Senior Consultant	103.66	106.87	110.18	113.60	117.12
051	Consultant	84.42	87.04	89.74	92.52	95.39
1290	Sr. Business Process Analyst	84.00	86.60	89.28	92.05	94.90
1310	Business Process Analyst	67.07	69.15	71.29	73.50	75.78
1650	Sr. Quality Assurance Engineer	84.53	87.15	89.85	92.64	95.51
1890	Sr. Financial Support Specialist	74.67	76.98	79.37	81.83	84.37
1930	Financial Support Spec. Intermed.	51.04	52.62	54.25	55.93	57.66
1950	Financial Support Spec. Junior	37.72	38.89	40.10	41.34	42.62
2110-1	Analytical Staff – Level 1	61.66	63.57	65.54	67.57	69.66
2110-2	Analytical Staff – Level 2	66.58	68.64	70.77	72.96	75.22
2110-3	Analytical Staff – Level 3	79.39	81.85	84.39	87.01	89.71
2110-4	Analytical Staff – Level 4	117.52	121.16	124.92	128.79	132.78
2130-1	Technical Staff – Level 1	49.85	51.40	52.99	54.63	56.32
2130-2	Technical Staff – Level 2	69.53	71.69	73.91	76.20	78.56
2130-3	Technical Staff – Level 3	73.96	76.25	78.61	81.05	83.56
2130-4	Technical Staff – Level 4	93.67	96.57	99.56	102.65	105.83
2130-5	Technical Staff – Level 5	117.52	121.16	124.92	128.79	132.78

**Note:**

1. All non-professional services are incidental to and in direct support of the proposed professional services.
2. All Other Direct Costs proposed on individual task orders are incidental to and in direct support of the proposed professional services and will be burdened with the then current STG General and Administrative (G&A) rate.

IT Services Schedule Price List – Contractor Site Rates						
Line Item	Description	FY09 4/2/08 – 4/1/09	FY10 4/2/09 – 4/1/10	FY11 4/2/10 – 4/1/11	FY12 4/2/11 – 4/1/12	FY13 4/2/12 – 7/27/15
<b>MANAGEMENT/ADMINISTRATION</b>						
001	Program Manager	142.36	146.77	151.32	156.01	160.85
002	Project Manager	120.06	123.78	127.62	131.58	135.66
031	Operations Manager	102.94	106.13	109.42	112.81	116.31
057	Administrative Support	46.20	47.63	49.11	50.63	52.20
<b>SYSTEMS ENGINEERING</b>						
11	Software Engineer	124.06	127.91	131.88	135.97	140.19
13	Sr. Systems Analyst	59.95	61.81	63.73	65.71	67.75
14	Systems Analyst	57.42	59.20	61.04	62.93	64.88
010	Senior Systems Architect	104.27	107.50	110.83	114.27	117.81
016	Sr. Computer Systems Analyst	91.94	94.79	97.73	100.76	103.88
017	Computer Systems Analyst	78.79	81.23	83.75	86.35	89.03
018	Jr. Computer Systems Analyst	67.38	69.47	71.62	73.84	76.13
1230	Sr. Software Specialist	134.05	138.21	142.49	146.91	151.46
1250	Software Specialist	119.08	122.77	126.58	130.50	134.55
1270	Jr. Software Specialist	98.67	101.73	104.88	108.13	111.48
<b>NETWORKING/COMMUNICATIONS/TELECOMMUNICATIONS/INTERNET</b>						
16	Systems Administrator	48.73	50.24	51.80	53.41	55.07
17	Computer Technician III	58.79	60.61	62.49	64.43	66.43
18	Computer Technician II	53.61	55.27	56.98	58.75	60.57
19	Computer Technician I	39.78	41.01	42.28	43.59	44.94
56	Network Installation Technician	42.10	43.41	44.76	46.15	47.58
57	Network Analyst	86.87	89.56	92.34	95.20	98.15
038	Hardware Specialist	78.57	81.01	83.52	86.11	88.78
0750	Communications Network Manager	111.57	115.03	118.60	122.28	126.07
0770	Communications Specialist	91.20	94.03	96.94	99.95	103.05
1730	Sr. Systems Administrator	111.65	115.11	118.68	122.36	126.15
1790	Help Desk Technical Lead	92.02	94.87	97.81	100.84	103.97
1810	Help Desk Technician III	71.43	73.64	75.92	78.27	80.70
1830	Help Desk Technician II	48.87	50.38	51.94	53.55	55.21
1850	Help Desk Technician I	39.80	41.03	42.30	43.61	44.96
1990	Sr. Network Engineer	140.04	144.38	148.86	153.47	158.23
2010	Network Engineer	117.93	121.59	125.36	129.25	133.26
2050	Network Administrator	103.16	106.36	109.66	113.06	116.56
<b>PROGRAMING/ANAYSIS</b>						
0310	Senior Applications Engineer	105.34	108.61	111.98	115.45	119.03
0330	Applications Engineer	96.26	99.24	102.32	105.49	108.76
0350	Applications Programmer	83.05	85.62	88.27	91.01	93.83
1490	Sr. Internet Systems Programmer	72.20	74.44	76.75	79.13	81.58

IT Services Schedule Price List – Contractor Site Rates						
Line Item	Description	FY09 4/2/08 – 4/1/09	FY10 4/2/09 – 4/1/10	FY11 4/2/10 – 4/1/11	FY12 4/2/11 – 4/1/12	FY13 4/2/12 – 7/27/15
1510	Internet Systems Programmer	57.83	59.62	61.47	63.38	65.34
<b>DATABASE ENGINEERING</b>						
29	Sr. Database Administrator	105.21	108.47	111.83	115.30	118.87
30	Database Administrator	96.19	99.17	102.24	105.41	108.68
<b>CONFIGURATION MANAGEMENT</b>						
35	Sr. Configuration Manager	123.00	126.81	130.74	134.79	138.97
36	Configuration Manager	105.04	108.30	111.66	115.12	118.69
<b>TECHNICAL WRITING/DOCUMENTATION ANALYSIS</b>						
37	Sr. Technical Writer	74.24	76.54	78.91	81.36	83.88
38	Technical Writer, Mid	66.20	68.25	70.37	72.55	74.80
056	Technical Writer III	47.11	48.57	50.08	51.63	53.23
1410	Internet Design Specialist	76.09	78.45	80.88	83.39	85.98
<b>DATA WAREHOUSING/IMAGING</b>						
45	Quality Assurance Technician	46.47	47.91	49.40	50.93	52.51
<b>INFORMATION SECURITY</b>						
46	Sr. Computer Security Analyst	\$103.20	\$106.40	\$109.70	\$113.10	\$116.61
47	Computer Security Analyst	\$66.61	\$68.67	\$70.80	\$72.99	\$75.25
48	Communications Security Specialist	\$62.48	\$64.42	\$66.42	\$68.48	\$70.60
<b>TRAINING</b>						
54	Sr. Training Specialist	57.90	59.69	61.54	63.45	65.42
55	Training Specialist	56.53	58.28	60.09	61.95	63.87
<b>OTHER</b>						
049	Principal Consultant	144.11	148.58	153.19	157.94	162.84
050	Senior Consultant	103.66	106.87	110.18	113.60	117.12
051	Consultant	84.42	87.04	89.74	92.52	95.39
1290	Sr. Business Process Analyst	98.00	101.04	104.17	107.40	110.73
1310	Business Process Analyst	77.73	80.14	82.62	85.18	87.82
1650	Sr. Quality Assurance Engineer	98.62	101.68	104.83	108.08	111.43
1750	CAD/CAM Specialist	73.54	75.82	78.17	80.59	83.09
1890	Sr. Financial Support Specialist	91.00	93.82	96.73	99.73	102.82
1930	Financial Support Spec. Intermed.	62.10	64.03	66.01	68.06	70.17
1950	Financial Support Spec. Junior	45.91	47.33	48.80	50.31	51.87
2110-1	Analytical Staff – Level 1	72.43	74.68	77.00	79.39	81.85
2110-2	Analytical Staff – Level 2	78.20	80.62	83.12	85.70	88.36
2110-3	Analytical Staff – Level 3	93.25	96.14	99.12	102.19	105.36
2110-4	Analytical Staff – Level 4	143.12	147.56	152.13	156.85	161.71
2130-1	Technical Staff – Level 1	58.54	60.35	62.22	64.15	66.14
2130-2	Technical Staff – Level 2	81.66	84.19	86.80	89.49	92.26
2130-3	Technical Staff – Level 3	86.90	89.59	92.37	95.23	98.18
2130-4	Technical Staff – Level 4	110.02	113.43	116.95	120.58	124.32
2130-5	Technical Staff – Level 5	143.12	147.56	152.13	156.85	161.71

## **LABOR CATEGORY DESCRIPTIONS**

### ***Management/Administration***

*Management/Administration skills are provided to ensure that the requisite oversight and general support skills are received by each client in a timely manner, within budget, and in accordance to work plans/schedules.*



## **001 Program Manager**

### **A. Duties.**

Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.

### **B. Qualifications.**

A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline. This position requires a minimum of fifteen years experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and /or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

1. With a Masters degree (in fields described in section B above): thirteen years general experience of which at least nine years specialized experience in required.
2. With a Ph.D. (in fields described in B above) twelve years general experience of which at least eight years must be specialized experience.

## **002 Project Manager**

### **A. Duties.**

Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

### **B. Qualifications.**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technically related discipline. This position requires a minimum of twelve years experience, of which at least nine years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types, and complexity. General experience includes increasing responsibilities in information systems design and/or management.

1. With a Master's Degree (in fields described in B above): ten years of general experience of which at least seven years specialized experience is required.
2. With a Ph.D. (in fields described in B above) eight years of general experience of which at least six years specialized experience is required.
3. With fifteen years general experience of which at least twelve years specialized experience a degree is not required.

## **031 Operations Manager**

### **A. Duties.**

Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations.

B. Qualifications.

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technically related discipline. This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale computer system, knowledge of hardware, software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

1. With a master's Degree (in the fields described in B above): five years general experience of which at least three years must be specialized experience is required.
2. With ten years of general experience of which at least eight years must be specialized experience, a degree is not required.

**057 Administrative Support**

A. Duties.

Performs high level of secretarial work under the general supervision of manager. Types and proofreads correspondence, reports, and documentation. Maintains filing system for department. Answers telephones, responds to routine questions/requests, greets visitors, schedules meetings, mail distribution, and makes travel arrangements.

B. Qualifications.

Minimum education requirement is a high school diploma.

## ***Systems Engineering***

*Systems Engineering skills are provided to analyze systems requirements and to design, develop, and maintain computer systems throughout their entire life cycle.*

<b>Commercial Job Title:</b>	<b>Software Engineer</b>
<b>Minimum/General Experience:</b> Twelve years of experience in the design, development, implementation, operation and maintenance, testing, and validation of computer system software. Five years of experience in managing/administering software engineering functions described below.	
<b>Functional Responsibility:</b> The Software Engineer shall: <ul style="list-style-type: none"><li>a. plan, coordinate and control software operations; estimate resources required; assign accountability; and establish success criteria;</li><li>b. develop complete, consistent, unambiguous requirements/specifications detailing precisely what the software will accomplish;</li><li>c. structure programming techniques and procedures including top-down hierarchical software design, module integration, interface definition, and design representation;</li><li>d. perform mathematical analysis for selecting responsive algorithms, engineering analysis for estimating relative software costs and determine tradeoffs, management analysis for defining requirements, monitor progress, coordinate personnel, and assess risks;</li><li>e. test and validate software modules, module integration, and system performance; and</li><li>f. analyze and evaluate the need for new software or the modification of existing software; and validate consequent software performance.</li></ul>	
<b>Minimum Education:</b> Bachelor's degree in a discipline such as computer science, information or resource management, mathematics, electronic engineering, or business management/administration is required with appropriate cross training or equivalent experience in associated disciplines.	
<b>CLIN: 11</b>	

<b>Commercial Job Title:</b>	<b>Senior Systems Analyst</b>
<b>Minimum/General Experience:</b>	Six years of experience required in the functions of Systems Analyst as well as one additional year of experience from the listing below.
<b>Functional Responsibility:</b>	The Senior Systems Analyst duties shall include: <ul style="list-style-type: none"><li>a. planning and conducting the analysis and evaluation of expressed user needs for application system support and determining the feasibility of supplying such support;</li><li>b. establishing system requirements in terms of objectives, functions to be served, and the expectations of management;</li><li>c. planning and conducting the analysis and evaluation of existing application systems in response to requests for changes and modifications to meet new requirements;</li><li>d. providing supervisory, technical, and administrative direction to system analysts and programmers performing application system design, development and programming;</li><li>e. assuring conformance with configuration management and quality assurance throughout application system development; and</li><li>f. performing advanced-level application system analysis and design, as required.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in related fields such as computer science, computer information systems, information resource management, data processing, etc., or equivalent experience.
<b>CLIN:</b>	<b>13</b>

<b>Commercial Job Title:</b>	<b>Systems Analyst</b>
<b>Minimum/General Experience:</b>	Five years of experience.
<b>Functional Responsibility:</b>	The Systems Analyst duties shall include: <ul style="list-style-type: none"><li>a. methods, techniques, and procedures necessary to obtain and evaluate user requirements, to design, develop, and implement computer application systems in response to user requirements;</li><li>b. methods, techniques, and procedures for developing application system specifications and associated documentation, including user manuals;</li><li>c. feasibility studies, analyzing and validating requirements, designing and developing application systems specifications including inputs, outputs, flow and block diagrams, decision logic tables, and linkages with other applications;</li><li>d. testing, validating, and documenting the performance of applications systems; and</li><li>e. training users in the characteristics and capabilities of generalized software such as operating system interface commands and communications software.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in related fields such as computer science, computer information systems, management information systems, information resource management, data processing, etc., or equivalent experience.
<b>CLIN:</b>	<b>14</b>

#### **010     Senior Systems Architect**

**A. Duties.**

Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architecture, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating

environment is TAFIM compliant. Evaluates analytically and systematically problems of work corrective action. Provides daily supervision and direction to staff.

**B. Qualifications.**

Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

1. With a Master's Degree (in the fields described in B above): eight years general experience of which at least six years must be specialized experience is required.
2. With a Ph.D. (in the fields described in B above) six years of general experience is required of which at least five years must be specialized experience. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

**016 Senior Computer Systems Analyst**

**A. Duties.**

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

**B. Qualifications.**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

1. With a Master's Degree (in the fields described in B above): eight years general experience of which at least six years must be specialized experiences required.
2. With a Ph.D. (in the fields described in B above) a minimum of six years of general experience is required of which at least five years must be specialized
3. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

**017 Computer Systems Analyst**

**A. Duties.**

Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze down times, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**B. Qualifications.**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

1. With a Master's Degree (in the fields described in B above): four years general experience of which at least three years must be specialized experience is required.
2. With ten years general experience of which at least eight years must be specialized, a degree is not required.

**018 Junior Computer Systems Analyst**

**A. Duties.**

Analyzes information requirements. Evaluates analytically and systematically problems of workflows, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Analyst or a Computer Systems Analyst coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**B. Qualifications.**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position is for recent college graduates and requires no experience.

**1230 Sr. Software Specialist**

Provides experience in analysis, coding, testing, and debugging of highly specialized business application software, database software, communications software, and/or security software.

**Experience:** (Minimum) Degree plus 7-10 years of specialized experience.

**1250 Software Specialist**

Experienced in analysis, coding, testing, and debugging of highly specialized business application software, database software, communications software, and/or security software.

**Experience:** (Minimum) Degree plus 5-7 years of specialized experience.

**1270 Jr. Software Specialist**

Assists Sr. Software Specialist and Software Specialist with software design, coding, testing, and/or debugging.

**Experience:** (Minimum) Degree plus 3-5 years specialized experience.

## **Networking/Communications/ Telecommunications/Internet**

*Networking/Communications expertise is provided to supply our clients with the full complement of support services. We ensure that networks and computer systems provide users with highly reliable systems and maximum data communications via state-of-the-art technology. We apply our expertise to service the entire spectrum of telecommunicating and Internet requirements throughout the system life cycle. Skill levels are provided for highly qualified and certified professionals and for operational personnel who provide day-to-day and routine support.*

<b>Commercial Job Title:</b>	<b>Systems Administrator</b>
<b>Minimum/General Experience:</b>	Five years of general experience in computer systems operations. Three years of specialized experience in the operational and/or administration of computer configurations. Two years of specialized experience working with off-the-shelf software products.
<b>Functional Responsibility:</b>	The Systems Administrator shall: <ul style="list-style-type: none"><li>a. perform administrative and operational duties on computer systems;</li><li>b. maintain files as required by the vendor or custom design applications;</li><li>c. analyze, evaluate, and test software/hardware problems;</li><li>d. direct installation, planning, and security of computer facilities;</li><li>e. develop and maintain systems configuration;</li><li>f. prepare activity and progress report regarding support activities;</li><li>g. respond, investigate, and correct problems;</li><li>h. act as a resource for all users;</li><li>i. organize appropriate training;</li><li>j. utilize commercial off-the-shelf products.</li></ul>
<b>Minimum Education:</b>	High school diploma or equivalent. Relevant college-level courses in computer science or a related field is preferred.
<b>CLIN:</b>	<b>16</b>



<b>Commercial Job Title:</b>	<b>Computer Technician III</b>
<b>Minimum/General Experience:</b>	Seven years of experience in computer hardware, software, and local/wide area network support.
<b>Functional Responsibility:</b>	<p>The Computer Technician III shall:</p> <ol style="list-style-type: none"><li>install and configure circuit boards in PCs including display adapters, NIC cards, I/O boards, terminal emulation boards, etc.;</li><li>install hard disks, format them, and load operating systems;</li><li>build PCs from scratch using off-the-shelf industry standard components;</li><li>troubleshoot hardware problems using software and electronic diagnostic tools;</li><li>maintain and troubleshoot laser, ink jet, and dot matrix printers, tape drives, hard drives, optical disks, etc.;</li><li>design, install, and administer local and wide area networks;</li><li>use network diagnostic and management tools to monitor operations and operation of network;</li><li>diagnose and isolate data communications problems;</li><li>provide general computer operations support;</li><li>set up and administer regular hard disk backup schedule;</li><li>develop standard network operating, maintenance, and troubleshooting procedures; and</li><li>perform systems analysis and feasibility studies concerning data communications and communications networks.</li></ol>
<b>Minimum Education:</b>	Bachelor's degree in related fields such as electronics, electrical engineering, computer information systems, computer science, etc., or equivalent experience.
<b>CLIN:</b>	<b>17</b>

<b>Commercial Job Title:</b>	<b>Computer Technician II</b>
<b>Minimum/General Experience:</b>	Four years of experience in computer hardware, software, and local/wide area network support.
<b>Functional Responsibility:</b>	<p>The Computer Technician II shall:</p> <ol style="list-style-type: none"><li>install and configure circuit boards in PCs including display adapters, NIC cards, I/O boards, terminal emulation boards, etc.;</li><li>install hard disks, format them, and load operating systems;</li><li>build PCs from scratch using off-the-shelf industry standard components;</li><li>troubleshoot hardware problems using software and electronic diagnostic tools;</li><li>maintain and troubleshoot laser, ink jet, and dot matrix printers, tape drives, hard drives, optical disks, etc.;</li><li>design, install, and administer local and wide area networks;</li><li>provide general computer support; and</li><li>set up and administer a regular hard disk backup schedule.</li></ol>
<b>Minimum Education:</b>	Associate's degree in related fields such as electronics, electrical engineering, computer information systems, computer science, etc., or equivalent experience.
<b>CLIN:</b>	<b>18</b>

<b>Commercial Job Title:</b>	<b>Computer Technician I</b>
<b>Minimum/General Experience:</b> Two years of experience in computer hardware, software, and local/wide area network support.	
<b>Functional Responsibility:</b> The Computer Technician I shall: <ul style="list-style-type: none"><li>a. install and configure circuit boards in PCs including display adapters, NIC cards, I/O boards, terminal emulation boards, etc.;</li><li>b. install hard disks, format them, and load operating systems;</li><li>c. build PCs from scratch using off-the-shelf industry standard components;</li><li>d. troubleshoot hardware problems using software and electronic diagnostic tools;</li><li>e. maintain and troubleshoot laser, ink jet, and dot matrix printers, tape drives, hard drives, optical disks, etc.;</li><li>f. provide general computer operations support; and</li><li>g. perform local and file server backups.</li></ul>	
<b>Minimum Education:</b> Associate's degree in related fields such as electronics, electrical engineering, computer information systems, computer science, etc.	
<b>CLIN: 19</b>	

<b>Commercial Job Title:</b>	<b>Network Installation Technician</b>
<b>Minimum/General Experience:</b> At least five years experience with increasing responsibilities in technical management, analysis, design, and installation of local area networks; and analysis and installation of communications systems, with one year of specialized experience in the use of engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, Bridges, and Routers.	
<b>Functional Responsibility:</b> A Network Installation Technician shall: <ul style="list-style-type: none"><li>a. conduct site surveys;</li><li>b. assess and document current site network configuration and user requirements;</li><li>c. design and optimize network topologies;</li><li>d. follow engineering plans and site installation Technical Design Packages;</li><li>e. develop installation plans and schedules;</li><li>f. work with network installation team;</li><li>g. assist in the preparation of drawing and documenting configuration changes at each site; and</li><li>h. prepare site installation and test reports.</li></ul>	
<b>Minimum Education:</b> High School Diploma and specialized technical training. Associate's Degree in Computer Science, Information systems, Engineering, or related discipline may be substituted for one year experience. Bachelor's Degree in Computer Science, Information systems, Engineering, or related discipline may be substituted for two years experience.	
<b>CLIN: 56</b>	

<b>Commercial Job Title:</b>	<b>Network Analyst</b>
<b>Minimum/General Experience:</b> Ten years experience with increasing responsibilities in technical management. Familiar with engineering documentation, network configurations and topologies, frame relay, bridges, and routers. Three years specialized experience in planning, installation and support of local and wide area networks; and analysis of communication systems.	
<b>Functional Responsibility:</b> A Network Analyst shall: <ol style="list-style-type: none"><li>provide input for Network Hardware and Software needs;</li><li>assess and document current site network configurations and user requirements;</li><li>analyze the network design for optimal network topologies;</li><li>assist in the development of installation schedules;</li><li>assess site installation and test requirements; and</li><li>perform network administration and maintenance support.</li></ol>	
<b>Minimum Education:</b> Bachelor's Degree in Computer Science, Information systems, Engineering, or other related disciplines. Associate's Degree (in the fields described above) with one additional year experience. High School Diploma with specialized technical training and two years additional experience.	
<b>CLIN: 57</b>	

### **038      Hardware Specialist**

#### **A. Duties.**

Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

#### **B. Qualifications.**

An Associate's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. This position requires a minimum of four years must be specialized. Specialized experience includes: system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with ADP systems, including systems analysis and programming. Must demonstrate the ability to work independently or under only general direction.

1. With a Bachelor's Degree (in the fields described in B above): four years general experience of which at least two years must be specialized experience is required.
2. With nine years general experience of which at least seven years is specialized, a degree is not required.

### **0750      Communications Network Manager**

Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs. May oversee network control center.

**Experience:** (Minimum) Degree plus 7 years management experience and 5 years specialized experience.

### **0770      Communications Specialist**

Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cut-overs of network components and capabilities. Coordinates requirements with users and suppliers.

**Experience:** (Minimum) Degree plus 6 years specialized experience.

**1730 Sr. Systems Administrator**

Performs system administration duties for engineering workstations and services. Maintains system files and the operating system and establishes working procedures. Provides support services as required by the users.

**Experience:** (Minimum) MS Computer Science plus three years experience or BS Computer Science plus six years experience.

**1790 Help Desk Technical Lead**

Provides overall management and direction to staff who are responsible for phone and in-person support to users in the areas of email, business desktop applications, and other network services. Can develop and support Service Level Agreements (SLAs) successfully. Manages personnel who serve as the first point of contact for troubleshooting PC hardware and software problems, printing problems, and basic network problems. Acts as the client's point of contact. Requires Experience that includes management of help desks in multi-server environments, comprehensive knowledge of PC operating systems (e.g. Windows 95, NT), networking and mail standards, and supervision of help desk employees. Must have excellent customer service and communications skills.

**Experience:** (Minimum) Degree plus 7 years experience or MCSE plus 4 years experience.

**1810 Help Desk Technician III**

Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Analyze and determine requirements for customer service areas. Provide telephone hot-line support in a help desk environment; demonstrates a thorough understanding of the technical environment and has skills assisting personnel. Must have knowledge of PC operating systems (e.g. Windows 95, NT) and networking and mail standards. Customer service and communication skills are necessary.

**Experience:** (Minimum) Degree or 4 years experience or MCP plus 2 years experience.

**1830 Help Desk Technician II**

Provides telephone support to users. Logs and prioritizes calls, track technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Analyze and determine requirements for customer service areas. Provide telephone hot-line support in a help desk environment; demonstrate a thorough understanding of the technical environment and has skills assisting personnel. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.

**Experience:** AA degree or 3 years experience.

**1850 Help Desk Technician I**

Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements (SLAs). Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.

**Experience:** A high school diploma and 2 years experience.

**1990 Senior Network Engineer**

Performs design, installation, troubleshooting and support of LAN/MAN/WAN hardware, software and applications. Can install and configure hardware such as routers, switches, hubs and network monitoring devices. Develops and maintains cable plants and architecture, communications transmission lines and all other attached devices. Analyzes Ethernet protocol packets and provide reports and recommendations on traffic analysis. Acts as point of contact for client needs.

**Experience:** (Minimum) Degree plus 7 years experience with 5 years at a senior level

**2010 Network Engineer**

Performs design, installation, troubleshooting and support of LAN/MAN/WAN hardware, software and applications. Can install and configure hardware such as routers, switches, hubs and network monitoring devices. Maintains cable plans and architecture, communications transmission lines and all other attached devices. Functional and operational understanding of Ethernet and related protocols and Ethernet attached devices including video. Recommends acquisition of network supplies and equipment. Experience in supporting transmission technologies using broadband, basedband, fiber optic, twisted pair, T1, T3, Frame Relay, ISDN.

**Experience:** (Minimum) Degree plus 7 years experience

**2050 Network Administrator**

Provides support in overall administration of LAN/WAN systems. Responsible for maintenance and deployment of operating systems such as NT and Unix. Performs backup and recovery of network systems. Provides 1<sup>st</sup> and 2<sup>nd</sup> tier Help Desk support.

**Experience:** (Minimum) Degree plus 4 years experience

## ***Programming/Analysis***

*Programming/analysis support is provided to ensure the seamless functionality of applications and systems. Expertise is provided to oversee the programs that support the administrative or operational functions of a company, as well as those that support the activities of an IT department.*

**0310 Senior Applications Engineer**

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer-Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.

**Experience:** (Minimum) Engineering degree plus 10 years specialized experience.

**0330 Applications Engineer**

Analyzes functional business applications and designs specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

**Experience:** (Minimum) Engineering degree plus 6 years specialized experience.

**0350 Applications Programmer**

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

**Experience:** (Minimum) Degree plus 5 years specialized experience.

**1490 Sr. Internet Systems Programmer**

Experienced with analysis, design, coding, testing and acceptance of Internet Applications. May perform Internet administration tasks for several systems. Experienced in supervising team members in building and maintaining Internet Applications as well as the development of web pages and web sites. Coordinates with system users the installation and implementation of Internet Software Applications.

**Experience:** (Minimum) Degree plus 3-5 years of experience.

**1510 Internet Systems Programmer**

Assist Sr. Internet Systems Programmer in the building and maintaining of Internet Software Applications and Internet Systems administration. Provides assistance with the development of web pages and web sites and provides support to system users.

**Experience:** (Minimum) Degree plus 3-5 years of experience.

## ***Database Engineering***

*Database Engineering skills are provided to analyze information management needs/requirements and design, develop, and maintain systems. Through consultations with user personnel, we tailor and modify systems to meet our clients' ever-changing needs.*



<b>Commercial Job Title:</b>	<b>Senior Database Administrator</b>
<b>Minimum/General Experience:</b>	Six years of experience in all functions of database administration and five years of specialized experience in programming and design.
<b>Functional Responsibility:</b>	The Senior Database Administrator shall perform all administrative functions in support of database including: <ol style="list-style-type: none"><li>(1) control access to the database;</li><li>(2) ensure the safekeeping of the data;</li><li>(3) monitor the use;</li><li>(4) develop standards, procedures, and conventions for use;</li><li>(5) perform system application and software installation, testing, recovery and reorganization, and configuration management and deployment of application software;</li><li>(6) maintain a system trouble log; and</li><li>(7) train operators in the use of the database.</li></ol>
<b>Minimum Education:</b>	Bachelor's degree in computer science or information management system. Three years of additional experience may be substituted for degree.
<b>CLIN:</b>	<b>29</b>

<b>Commercial Job Title:</b>	<b>Database Administrator</b>
<b>Minimum/General Experience:</b>	Four years of experience in all functions of database administration. Three years of hands-on experience in application programming and design using Oracle or a similar relational database management application.
<b>Functional Responsibility:</b>	The Database Administrator shall: <ol style="list-style-type: none"><li>a. perform all administrative functions in support of the database including: <ol style="list-style-type: none"><li>(1) control of access to the database;</li><li>(2) ensure the safekeeping of the data;</li><li>(3) monitor the use;</li><li>(4) develop standards, procedures, and conventions for use;</li><li>(5) perform system application and software installation, testing, recovery and reorganization, and configuration management and deployment of application software;</li><li>(6) maintain a system trouble log; and</li><li>(7) train operators in the use of the database.</li></ol></li></ol>
<b>Minimum Education:</b>	Bachelor's degree in computer science or information management system. Three years of additional experience may be substituted for degree.
<b>CLIN:</b>	<b>30</b>

## **Configuration Management**

*Configuration management skills are required to identify and control devices in a computer system, as well as control changes to the actual computer systems. Our client/server and operating systems expertise helps us keep applications running smoothly and balance and control software and hardware resources.*

<b>Commercial Job Title:</b>	<b>Senior Configuration Manager</b>
<b>Minimum/General Experience:</b>	Eight years of experience working in a software development environment. An additional four years of practical experience in the use of automated tools for configuration management, software metrics, and performance monitoring for both hardware and software. Thorough knowledge of software development documentation and government documentation standards.
<b>Functional Responsibility:</b>	The Senior Configuration Manager shall: <ul style="list-style-type: none"><li>a. maintain configuration baselines;</li><li>b. ensure changes are in accordance with approved procedures;</li><li>c. manage configuration in accordance with software development changes;</li><li>d. report on impact of changes to the baseline configuration;</li><li>e. serve as an advocate of change control;</li><li>f. maintain quality assurance practices and procedures to ensure software is in accordance with approved policy and practices;</li><li>g. address quality assurance policies and issues and report on quality-related issues and problems; and</li><li>h. make recommendations for procedural changes when necessary to ensure software releases meet quality standards.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in computer science or a related field such as computer information systems, management information systems, information resource management, data processing, etc., or equivalent experience.
<b>CLIN:</b>	<b>35</b>

<b>Commercial Job Title:</b>	<b>Configuration Manager</b>
<b>Minimum/General Experience:</b>	Four years of experience working in a software development environment.
<b>Functional Responsibility:</b>	The Configuration Manager shall: <ul style="list-style-type: none"><li>a. maintain configuration baselines;</li><li>b. ensure changes are in accordance with approved procedures;</li><li>c. manage configuration in accordance with software development changes;</li><li>d. report on impact of changes to the baseline configuration;</li><li>e. serve as an advocate of change control;</li><li>f. maintain quality assurance practices and procedures to ensure software is in accordance with approved policy and practices;</li><li>g. address quality assurance policies and issues and report on quality-related issues and problems; and</li><li>h. make recommendations for procedural changes when necessary to ensure software releases meet quality standards.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in computer science or a related field or four years of college-level course work in computer science with some course work in configuration management is preferred. Two additional years of general experience may be substituted in lieu of a degree or college-level course work.
<b>CLIN:</b>	<b>36</b>

## ***Technical Writing/Documentation Analysis***

*Technical Writing/Documentation Analysis skills are provided to assist clients in preparing technology- and science-related information. Our skills ensure that documentation is technically accurate, concise, well articulated, and presented in a visually impressive format.*

<b>Commercial Job Title:</b>	<b>Senior Technical Writer</b>
<b>Minimum/General Experience:</b>	Five years of experience with highly developed writing and verbal skills. Thorough knowledge of Federal Acquisition Regulations, and government regulations, policies, and procedures.
<b>Functional Responsibility:</b>	The Senior Technical Writer shall: <ul style="list-style-type: none"><li>a. assist in the development and preparation of draft/final copies of technical and administrative material including:<ul style="list-style-type: none"><li>(1) statements of work;</li><li>(2) solicitation materials;</li><li>(3) requisitions;</li><li>(4) specifications;</li><li>(5) position papers;</li><li>(6) tasking statements; and</li><li>(7) evaluation criteria;</li></ul></li><li>b. assist in the development of materials for briefings and presentations;</li><li>c. develop, write, and edit material of a technical nature;</li><li>d. prepare manuals, user guides, briefs, proposals, and instruction books;</li><li>e. organize material and complete writing assignments according to set standards;</li><li>f. review material and recommend changes in scope, format, content, and methods of reproduction;</li><li>g. research and interpret government regulations and standards; and</li><li>h. provide guidance and assistance to all levels of technical and non-technical personnel.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in English, communications, business administration, or a related field with equivalent experience.
<b>CLIN:</b>	<b>37</b>

<b>Commercial Job Title:</b>	<b>Technical Writer, Mid</b>
<b>Minimum/General Experience:</b>	Three years of experience researching and analyzing technical and non-technical documentation. Three years of experience in the use of word processing systems in the creation, editing, and updating of technical publications relating to computer application programs and systems.
<b>Functional Responsibility:</b>	The Technical Writer, Mid shall: <ul style="list-style-type: none"><li>a. develop, write, and edit material of a technical nature;</li><li>b. prepare manuals, user guides, briefs, proposals, and instruction books;</li><li>c. organize material and complete writing assignments according to set standards;</li><li>d. review material and recommend changes in scope, format, content, and methods of reproduction;</li><li>e. research and interpret government regulations and standards; and</li><li>f. provide guidance and assistance to all levels of technical and non-technical personnel.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in English, communications, or business administration or related field with equivalent experience.
<b>CLIN:</b>	<b>38</b>

**056      Technical Writer III**

A. Duties.

This position develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related administrative publications concerned with work methods and procedures, and installation, operations and enhancement of equipment. Interviews production and other personnel and reads journals, reports and other material to become familiar with product technologies and production methods. Reviews manufacturer's and trade catalogs, drawings and other data relative to operation and enhancement of equipment. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style, and terminology.

B. Qualifications.

Minimum education requirement is a high school diploma. Position requires analyses and writing skills of various degrees related to information resources. Possesses and applies comprehensive knowledge to provide technical review and expertise when required. Must possess and apply comprehensive knowledge of information system management. Able to plan and carryout complex written projects to completion. Excellent communication and writing skills. Works within broad objectives to obtain unique solutions.

**1410      Internet Design Specialist**

Experienced in the design of web sites and web pages. Creates and optimizes graphic images and logos, provides visual structure and incorporates interactive applications into web pages and collection designs.

**Experience:** (Minimum) Degree plus 3-5 years of specialized experience in Virtual Reality Modeling Language, Java, and 3D renderings.

## ***Data Warehousing/Imaging***

*Data Warehousing/Imaging skills are provided to ensure end-users have direct access to various data via powerful query tools.*

<b>Commercial Job Title:</b>	Quality Assurance Technician
<b>Minimum/General Experience:</b>	One year of experience in the same or related field. Previous computer experience is required.
<b>Functional Responsibility:</b>	The Quality Assurance Technician shall: <ul style="list-style-type: none"><li>a. perform a page-by-page comparison of scanned documents;</li><li>b. analyze documents for optical storage;</li><li>c. develop working relationships.</li></ul>
<b>Minimum Education:</b>	High school diploma or equivalent.
<b>CLIN:</b>	45



## **Information Security**

*Information Security skills are provided for comprehension of system security requirements and implementation of pertinent security procedures. Full coherence with security policies will ensure the safety of information systems assets as well as protection from intentional or inadvertent access or destruction of the system environment.*

<b>Commercial Job Title:</b>	<b>Senior Computer Security Analyst</b>
<b>Minimum/General Experience:</b>	Seven years of experience in computer system design, integration, application development, and computer security. Two years of experience in technical task direction with an emphasis on computer security.
<b>Functional Responsibility:</b>	<p>The Senior Computer Security Analyst shall:</p> <ul style="list-style-type: none"><li>a. perform security audits, evaluations, and risk assessments of complex operational data processing and communications systems;</li><li>b. conduct security and internal control reviews of sensitive application software intended for or in use;</li><li>c. conduct specific technical reviews to support non-standard operational requirements;</li><li>d. support security awareness and training programs through briefings and correspondence/documentation;</li><li>e. develop draft computer and communications security policies, standards, and guidelines;</li><li>f. design, develop, and maintain unique computer security tools and techniques for conducting computer and communications security evaluations and risk assessments;</li><li>g. provide advanced technical computer/ communication security assistance;</li><li>h. provide expert assistance and recommendations in the fields of trusted computer systems and network to other government agencies;</li><li>i. interpret national laws, regulations, standards, and guidelines relating to computer and communications security;</li><li>j. assist in the development of computer and communications security policies that implement national laws, regulations, standards, and guidelines;</li><li>k. conduct security tests, certifications, and evaluations of applications and systems processing sensitive and/or classified information;</li><li>l. assist in coordinating with other federal agencies on matters related to the security of shared ADP resources;</li><li>m. develop requirements and specifications for reviewing/approving the following on the basis of security concerns:<ul style="list-style-type: none"><li>(1) procurement requests; and</li><li>(2) major system development activities, telecommunications and/or teleprocessing hardware/software, and hardware/software encryption techniques</li></ul></li><li>n. provide support to investigations and/or assessments of computer security violations;</li><li>o. support monitoring the compliance with COMSEC and COMPUSEC policies and requirements through on-site system reviews, evaluations, software/hardware subversion testing, and risk assessments; and</li><li>p. assess technology to ensure that security vulnerabilities are identified and countered.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in computer science. Five additional years of general experience may be substituted for a degree.
<b>CLIN:</b>	<b>46</b>

<b>Commercial Job Title:</b>	<b>Computer Security Analyst</b>
<b>Minimum/General Experience:</b>	Four years of experience in computer system design, integration, application development, and computer security.
<b>Functional Responsibility:</b>	<p>The Computer Security Analyst shall:</p> <ul style="list-style-type: none"><li>a. perform security audits, evaluations, and risk assessments of complex operational data processing and communications systems;</li><li>b. conduct security and internal control reviews of sensitive application software intended for or in use;</li><li>c. conduct specific technical reviews to support non-standard operational requirements;</li><li>d. support security awareness and training programs through briefings and correspondence/documentation;</li><li>e. develop draft computer and communications security policies, standards, and guidelines;</li><li>f. design, develop, and maintain unique computer security tools and techniques for conducting computer and communications security evaluations and risk assessments;</li><li>g. provide advanced technical computer/ communication security assistance;</li><li>h. provide expert assistance and recommendations in the fields of trusted computer systems and network to other government agencies;</li><li>i. interpret national laws, regulations, standards, and guidelines relating to computer and communications security;</li><li>j. assist in the development of computer and communications security policies that implement national laws, regulations, standards, and guidelines;</li><li>k. conduct security tests, certifications, and evaluations of applications and systems processing sensitive and/or classified information;</li><li>l. assist in coordinating with other federal agencies on matters related to the security of shared ADP resources;</li><li>m. develop requirements and specifications for reviewing/approving the following on the basis of security concerns:<ul style="list-style-type: none"><li>(1) procurement requests; and</li><li>(2) major system development activities, telecommunications and/or teleprocessing hardware/software, and hardware/software encryption techniques</li></ul></li><li>n. provide support to investigations and/or assessments of computer security violations;</li><li>o. support monitoring compliance with COMSEC and COMPUSEC policies and requirements through on-site system reviews, evaluations, software/hardware subversion testing, and risk assessments; and</li><li>p. assess technology to ensure that security vulnerabilities are identified and countered.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in computer science. Three additional years of experience may be substituted for a degree.
<b>CLIN:</b>	<b>47</b>

<b>Commercial Job Title:</b>	<b>Communications Security Specialist</b>
<b>Minimum/General Experience:</b>	Five years of experience in the field of communications security. Sufficient word processing skills to produce all required written work in final form.
<b>Functional Responsibility:</b>	<p>The Communications Security Specialist shall:</p> <ul style="list-style-type: none"><li>a. assist in the development and coordination of communications security policies and standards;</li><li>b. assist in conducting studies and analyses of existing communications security policies and procedures to ensure currency and applicability;</li><li>c. prepare new or revised policies to provide reasonable security for information protected by the National Policy for Safeguarding and Control of Communications Security Material; and</li><li>d. participate in security evaluations of domestic and overseas communications centers to determine compliance with communications security policies and standards.</li></ul>
<b>Minimum Education:</b>	High school diploma. Knowledge of subversive organizations and their methods of operation. Knowledge of national communication security practices.
<b>CLIN:</b>	<b>48</b>

## ***Training***

*Training skills are provided to ensure the efficient and effective use of the various hardware and software.*

<b>Commercial Job Title:</b>	<b>Senior Training Specialist</b>
<b>Minimum/General Experience:</b>	Five years of training systems users in all phases of systems applications use.
<b>Functional Responsibility:</b>	The Senior Training Specialist shall: <ul style="list-style-type: none"><li>a. provide computer training and classroom instructions to users and staff personnel;</li><li>b. prepare instructional programs in accordance with course requirements and/or software applications/enhancements;</li><li>c. gather and assemble relevant material to be presented;</li><li>d. utilize appropriate teaching methods, individual, group, workshops, etc.;</li><li>e. develop and/or select best teaching aids;</li><li>f. ensure students understand the theoretical and practical aspects of subject material/software application/database application being taught; and</li><li>g. evaluate effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in education or computer science. Three additional years of general experience may be substituted in lieu of a degree.
<b>CLIN:</b>	54

<b>Commercial Job Title:</b>	<b>Training Specialist</b>
<b>Minimum/General Experience:</b>	Three years of training systems users in all phases of system applications use. Two years in teaching commercial off-the-shelf software applications to include: Word, Excel, and Harvard Graphics.
<b>Functional Responsibility:</b>	The Training Specialist shall: <ul style="list-style-type: none"><li>a. provide computer training and classroom instructions to users and staff personnel;</li><li>b. prepare instructional programs in accordance with course requirements and/or software applications/enhancements;</li><li>c. gather and assemble relevant material to be presented;</li><li>d. utilize appropriate teaching methods, individual, group, workshops, etc.;</li><li>e. develop and/or select best teaching aids;</li><li>f. ensure students understand the theoretical and practical aspects of subject material/software application/database application being taught; and</li><li>g. evaluate effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.</li></ul>
<b>Minimum Education:</b>	Bachelor's degree in education or computer science. An additional three years of general experience may be substituted in lieu of a degree.
<b>CLIN:</b>	55

## ***Other***

**049 Principal Consultant**

- A. Duties.  
Provide consulting to agency heads, directors, and senior managers on quality improvement. Design, organize, lead, and conduct executive level workshops, benchmarking, and surveys. Facilitate process improvement efforts. Manage a team of senior consultants and analysts. Give lectures, speeches, or write articles.
- B. Qualifications.  
An appropriate level of education with twelve (12) years within the last eighteen (18) calendar years of intensive and progressive experience in the individual's field of study and specialization.

**050 Senior Consultant**

- A. Duties.  
Provide consulting to director and senior managers on quality improvement. Develop, lead, and conduct quality workshops, benchmarking, and surveys. Facilitate process improvement efforts. Manage a team of consultants and analysts. Generates papers and documents.
- B. Qualifications.  
An appropriate level of education with eight (8) years within the last twelve (12) calendar years of intensive and progressive experience in the individual's field of study and specialization.

**051 Consultant**

- A. Duties.  
Provide consulting to managers, supervisors and workforce on quality improvement. Present quality workshops. Conduct and assist with benchmarking and surveys. Facilitate process improvement efforts. Manage a team of junior consultants.
- B. Qualifications.  
An appropriate level of education with five (5) years within the last seven (7) calendar years of intensive and progressive experience in the individual's field of study and specialization.

**1290 Sr. Business Process Analyst**

Experienced in business process facilitation and training, methodology development and evaluation, reengineering, best practice identification, change management, organizational development, and development of information systems.

**Experience:** (Minimum) Degree plus 7 years of experience.

**1310 Business Process Analyst**

Experienced in business process facilitation and training, methodology development and evaluation, reengineering, best practice identification, change management, organizational development, and development of information systems.

**Experience:** (Minimum) Degree plus 5 years of experience.

**1650 Sr. Quality Assurance Engineer**

Experienced with a variety of tasks related to specialized inspection and testing of project output (hardware & software) to ensure that quality standards are met. Responsible for developing new or refining existing processes related to quality control and project failure identification and design standards verification. Performs

reviews of project development documentation to ensure specifications are designed to meet inspection and testing standards. Initiates corrective action for procedural, products or process deficiencies.

**Experience:** Minimum) Degree plus 5-7 years experience.

#### **1890 Sr. Financial Support Specialist**

Provides senior level financial and business management support activities. Develops required financial analysis reports as required by the contract. Prepares and evaluates complex reports that include labor utilization, incurred costs v. planned costs, and expected costs at completion. Further assists Program/Project Manager in evaluation of subcontractor labor utilization and budgetary performances.

**Experience:** Degree plus 7-10 years of experience. 2 years of experience may be substituted for 1 year of college.

#### **1930 Financial Support Specialist Intermediate**

Provides financial and business management support. Assists in development of financial reporting under the direction of the Program/Project Manager and provides quantitative labor utilization and incurred costs for use in monthly contract reports.

**Experience:** Degree plus 4-6 years of experience. 2 years of experience may be substituted for 1 year of college.

#### **1950 Financial Support Specialist Junior**

In concert with the Senior/Lead Financial Support Specialist, assists in the development and preparation of financial and business management support documentation. Will provide base information gathering services to prepare contract deliverable information that may include: labor utilization information and cost data.

**Experience:** Degree plus 1-3 years of experience.

#### **2110 Analytical Staff**

Individuals require the training, analytical/programmatic skills and experience to operate within and directly support an Information Technology environment. The Analytical Staff provides specialized knowledge of system requirements and programming specifications. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources for each task. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical and functional expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current processes.

**Experience:** (Minimum) Must possess professional training or equivalent experience in one of the following types of disciplines: computer science; computer systems; computer security; electronic commerce; business processing re-engineering; business process analyses; business management; financial management; information architecture planning and design; engineering; operations research; modeling and simulation; logistics; supply; math; physics; quality assurance; systems analysis. Equivalent experience may be substituted for a degree.



2110-1	Level 1: Degree and 1–3 years experience
2110-2	Level 2: Degree and 4–5 years experience
2110-3	Level 3: Degree and 6–9 years experience
2110-4	Level 4: Degree and 10–15 years experience

## **2130 Technical Staff**

Individuals require the technical training, skills and experience to operate within and directly support an Information Technology environment. The Technical Staff provides specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current engineering and business processes.

**Experience:** (Minimum) Must possess technical training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business processing and re-engineering; business process analyses, information architecture planning and design; business management; financial management; engineering; operations research; logistics; modeling and simulation; math; physics; quality assurance; supply; systems analysis. Equivalent experience may be substituted for a degree.

2130-1	Level 1: Degree and 1–3 years experience
2130-2	Level 2: Degree and 4–5 years experience
2130-3	Level 3: Degree and 6–7 years experience
2130-4	Level 4: Degree and 8–9 years experience
2130-5	Level 5: Degree and 10–15 years experience